



Faculty of Management and Social Sciences  
Department of Management & Business Studies  
BMgt Hons in Human Resource Management/Business Administration  
Course CODE: BMgt 559/BMgt 558

Year I Semester I  
REPEAT EXAMINATION  
**Soft skills in Business Communication - MGHR/MGBM 1404**

- This paper consists of EIGHT (08) questions on FIVE (05) pages.
- Answer Any FIVE (05) Questions including Question 01 and Question 02.
- Only non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

Date: 2023.11.09

Pass mark: 40%

Time: 03 Hours

**Question 01: (Compulsory)**

**Part A**

**Select and underline the most suitable answer.**

- 1) \_\_\_\_\_ communication includes tone of voice, body language, facial expressions etc.
  - a. Nonverbal
  - b. verbal
  - c. letter
  - d. notice
- 2) \_\_\_\_\_ is the person who notices and decodes and attaches some meaning to a message.
  - a. Receiver
  - b. Creator
  - c. Sender
  - d. Writer
- 3) Once the message is encoded in a desired format it is transferred through a medium called \_\_\_\_\_.
  - a. Channel

- b. Medium
  - c. Media
  - d. Way
- 4) In oral communication there is a possibility of immediate \_\_\_\_\_.
- a. Reaction
  - b. Response
  - c. Reflection
  - d. Reset
- 5) What is the purpose of the first sentence of the body of a memo?
- a. Introduces the writer of the memo
  - b. States the purpose of the memo
  - c. Tells the audience who to interact with if they have queries
  - d. Serves as a formal greeting
- 6) A formal letter should be ..... to have the desired effect on the recipient.
- a. In the proper format.
  - b. To the point and relevant.
  - c. Grammatically correct.
  - d. All of these.
- 7) The ideal way to apply for the vacancy of a job is to submit a resume that is:
- a. full of personal information
  - b. suitable for any job
  - c. self-recommending
  - d. specially written for that specific job
- 8) All of these are types of essays, except?
- a. Narrative essay
  - b. Personal essay
  - c. Argumentative essay
  - d. Descriptive essay
- 9) Which of the following is not a characteristic of a successful team in an organization?
- a. Appropriate leadership
  - b. Balanced participation
  - c. Cohesiveness
  - d. Mutual enmity
- 10) Which of the following should NOT be included in a summary?
- a. Main Points
  - b. Examples
  - c. Main sentence
  - d. Key words

(20 Marks)

**Part B**

**Write short answers.**

1. What are the three Cs in personal branding?

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2. Write the difference between business proposal and a business plan. -----

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3. write 5 skills in teamwork in business communication.

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4. What is a business report? Define.

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5. Write 5 types of business reports.

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6. What is a meeting agenda?

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7. What is conflict resolution? Define.

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8. Write 5 things you have to do at the Pre-Interview Preparation. -----

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9. Write the types of business proposals.

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10. Write 5 Ethics and norms of formal and informal meetings.

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(20 Marks)

## PART C

**Select any three questions and write the answers.**

1. Discuss a Case Study you had done including the given key points.

- What is the case? (05 Marks)
- How it has solved? (05 Marks)
- What are the skills used by both the parties? (05 Marks)
- Whether the final solution has made everybody happy? (05 Marks)

2. Teamwork happens when people work together toward a common goal.

- a. Mention the advantages and disadvantages of teamwork. (10 Marks)
- b. Discuss the importance of teamwork . (10 Marks)

3. Presenting information clearly and effectively is a key skill in getting your message across. Today, presentation skills are required in almost every field, and most of us are required to give presentations on occasions.
- a. Explain the presentation skills we should have. (10 Marks)
  - b. Discuss the main points that the presenter has to consider when creating a presentation effectively. (10 Marks)
4. As companies become more focused on efficiency, productivity and profitability, it has become essential that having business meetings.
- a. What is a business meeting? Define and write two types of business meetings with examples. (10 Marks)
  - b. How to organize a business meeting? Explain. (10 Marks)
5. Meeting minutes are key for accountability and productivity.
- a. What is the purpose of writing meeting minutes? (05 Marks)
  - b. Discuss the Importance of writing meeting minutes. (15 Marks)

-----END OF THE QUESTION PAPER-----



Faculty of Management and Social Sciences  
 Department of Management & Business Studies  
 B.Mgt(Hons) in Human Resource management/ Business Administration  
 Course CODE: BMgt 558/BMgt 559

Year I Semester I  
 Repeat Examination  
 ENGLISH LANGUAGE FOR BUSINESS I – MGHR/ MGBA 1401

- This paper consists of FIVE (05) questions on NINE (09) pages.
- Answer all questions
- Only non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

Date: 2023.11.08

Pass mark: 40%

Time: 03 Hours

**Section A – Business Vocabulary/ Structures**

**Question 01:**

- A. Look at the list of company departments in brackets. Decide which department each person should ask to speak to when phoning the company. There are three more departments than you need. (10 Marks)

*(Personal/ Accounts/ Technical Support/ Sales/ Marketing/ Research and Development/  
 Production/ Quality Control)*

- I. Mr. Davies is a consultant who thinks he has not been paid for an invoice.  
 (.....)
- II. Mr. Ivanov has just received the results of some laboratory tests on a possible new product.  
 (.....)



- III. Mr. Santoro is a sales executive who is interested in working for the company.  
(.....)
- IV. Ms. Evans works in the company as a secretary and she has a problem with her computer.  
(.....)
- V. Mr. Chen is a retailer who is interested in stocking the company's products. (.....)

**B. Rewrite the following sentences using the word given in brackets in the correct place.**

**(10 Marks)**

- I. He replied my letter. (promptly)  
.....
- II. Anne has started a new job. (just)  
.....
- III. I can remember her name. (never)  
.....
- IV. They feed the children in the orphanage. (annually)  
.....
- V. Do you work in the same place? (still)  
.....

### Section B - English in Pragmatic/ Realistic Settings

#### Question 02:

**A: Underline and correct the mistakes in the following sentences.**

**(10 Marks)**

**Look at the example:** We can doing the report later this week.

*We can do the report later this week.*

- I. I think we should to have at least a 10 per cent discount.  
.....
- II. The successful candidate must has good computer skills.  
.....

III. Everyone at the conference will must wear a name badge.

.....

IV. All staff must to have a parking permit.

.....

V. I am afraid the company cannot sent payment until next week.

.....

**B: Write the following statements in passive voice.**

**(10 Marks)**

**Look at the example:** Zeena welcomes the new employees.

*The new employees are welcomed by Zeena.*

I. We have sent your application to head office.

.....

II. The minister for industry will open the conference.

.....

III. You must submit your application by 15<sup>th</sup> December.

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IV. The Board of Directors has taken a number of important decisions this morning.

.....

V. They are interviewing candidates for the job at the moment.

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### Section C - Comprehension

#### Question 03

**A: Read these extracts (A-D). Which extract does each statement (1-8) refer to? (08 Marks)**

A. Banks like to use assets such as premises, motor vehicles or equipment as collateral (or security) against loans. Banks don't care whether or not your business has great profit potential. They are only interested in the business's ability to cover the principal and interest payments.



- B. If your friends and family express an interest in helping you with your business financing, try to persuade them in a professional way. Make a presentation in exactly the same way as you would to a bank. Don't be embarrassed to show financial statements, tax returns or whatever else they want to see. Do anything to get that money! You should prepare a written agreement about any loan. If you don't bitter arguments will damage the relationship eventually.
- C. Venture capital is a general term to describe a range of ordinary and preference shares where the investing institution acquires a share in the business. Venture capital is intended for higher risks such as start-up situations and development capital for more mature investments. There are over 100 different venture capital funds in the UK, and some have geographical or industry preferences. There are also certain large industrial companies which have funds available to invest in growing businesses; this "corporate venturing" is an additional source of equity finance.
- D. Government, local authorities and local development agencies are the major sources of grants and soft loans. Grants are normally made to facilitate the purchase of assets and either the generation of jobs or the training of employees. Soft loans are normally subsidized by a third party so that the terms of interest and security levels are less than the market rate.
- I. As long as you can cover your debts, they are not worried about your ability to make money. (.....)
- II. Do not accept their money without signing a formal contract. (.....)
- III. Be ready to share information openly with them in order to get funding. (.....)
- IV. They may lend money in order to create employment. (.....)
- V. They may lend money where other institutions might be afraid to do so. (.....)
- VI. You may pay less interest if you borrow money from them. (.....)
- VII. They will become owners or joint owners of the business. (.....)
- VIII. You must have property to guarantee the loan. (.....)

**B: Read the article below and choose the correct answer A, B, or C.**

**(12 Marks)**

### The Power of Word of Mouse

People often say that the best form of promotion is by "word of mouth". After all, people normally trust a recommendation from someone they know. But in today's digital world, consumers don't just talk to friends and family members. By posting their opinions online, they can reach thousands of other consumers. What's more, this is a very good way of persuading people to buy things. A recent survey by the Nielsen Company revealed that 70 per cent of consumers trust opinions they find online, which is much higher than the figures for other advertising media, like TV and only slightly lower than opinions of friends.

The bad news for companies is that negative opinions can go online as well as good ones. When Adam Brimo, an Australian engineering graduate, was dissatisfied with his mobile phone provider, he decided to set up a web site to talk about his experiences. It quickly filled up with posts from other dissatisfied customers. In the end, the company invited him to meet their chief executive, who then gave a public apology. When Dave Carroll, a US musician, took a flight with United Airlines, his guitar was broken during the trip. The airline company refused to pay for the damage, so he wrote three songs about it and uploaded them on YouTube. This was a public relations disaster for the airline, and possibly the reason why their share price dropped by 10 per cent that week.

Paul Patterson, a professor of marketing, agrees that companies now have less control over how the public view them but points out that the way to deal with dissatisfied customers online. Some analysts worry that a company's image could be damaged by a small number of dissatisfied customers do not believe everything they see online, and that brands are only damaged when a large number of customers are clearly unhappy. Instead of seeing it as a threat, companies should treat this new medium as a useful source of customers' opinions.

Perhaps the biggest success story comes from Coca-Cola. In 2008, Dusty Sorg couldn't find a Coke fan page he could join on Facebook, so he downloaded a picture of a coke can and created his own. Unexpectedly, it was a big hit with other fans. When Coca Cola found out about it, they didn't try to get control over the page. Instead, they flew Dusty to Atlanta to meet their management team and told him to carry on the good work, with help from a few senior executives from the company. The



result was a Facebook page run by a passionate fan and a good PR story for Coca-Cola. That really is a smart use of “word of mouse”.

- I. According to the Nielsen Company’s research, which is most likely to make someone buy a product?
  - a) A recommendation from a friend
  - b) A recommendation posted online
  - c) A TV advertisement
- II. According to Paul Patterson, in the digital age, companies need to,
  - a) Use different media to advertise products
  - b) Respond more quickly to customer complaints
  - c) Put satisfied customers in contact with each other
- III. What does Hugh Bainbridge feel about the effect of online opinions?
  - a) They give too much importance to a small number of complaints
  - b) They allow customers to spread wrong information about brands
  - c) They do not harm brands if there is no good cause for complaint
- IV. What point does the story about Coca-Cola illustrate?
  - a) Companies have lost most of their control over their brands
  - b) Companies can use consumers to create online content for them
  - c) Companies need to monitor online content very carefully

## Section D - Presenting Information

### Question 04

**A:** The chart below shows the quantities of goods transported in the UK in 2020 by four different modes of transport. (10 Marks)

Mode	Million ( tons)
Road	70
Water	38
Rail	40
Pipeline	5



Represent this information in a Bar Chart.

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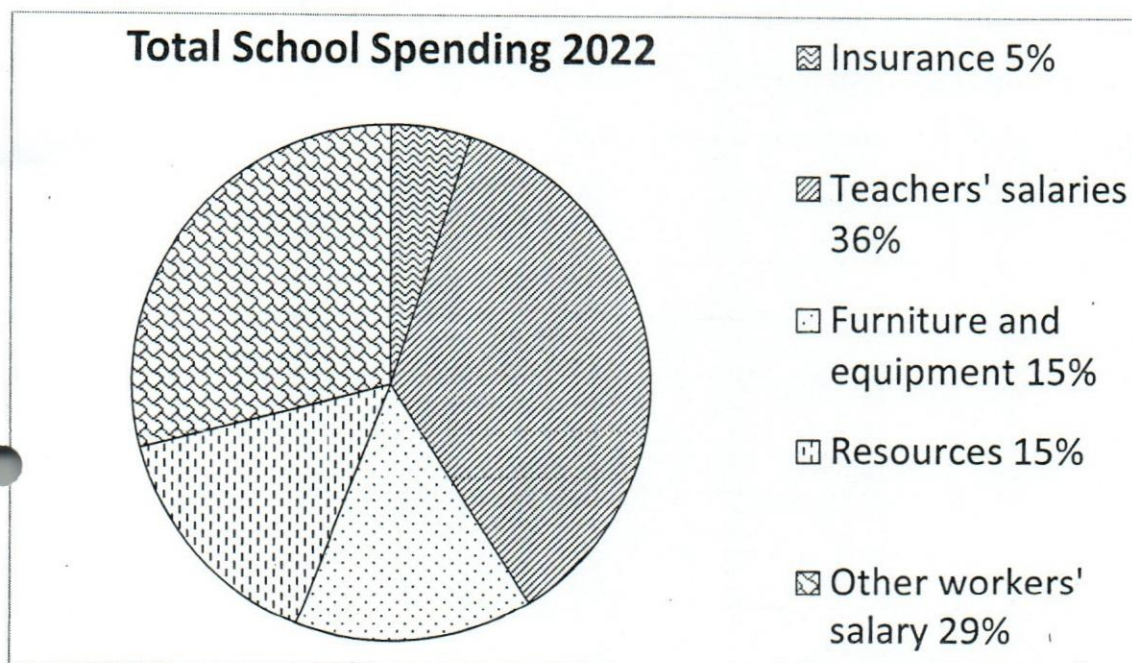
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B: The pie chart below shows the Total School Spending in 2022 in Sri Lanka. Write a short paragraph about it. (100 words) (10 Marks)



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**Section E - Business Writing**

**Question 05**

**A: Write about the following topic. (150 words)**

**(10 Marks)**

**“Increasing the price of petrol is the best way to solve growing traffic and pollution problems.”**

- To what extent do you agree or disagree?
- What other measures do you think might be effective?

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**B: You are having problems with some equipment in your department. Write an e mail to the Finance Manager of your company:**

- Describing the problems, you are having
- Asking to buy new equipment
- Telling him how much this will cost

Write 40-50 words.

(10 Marks)

To: Finance manager

From:

Date:

Subject: Request for new equipment

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-----END OF THE QUESTION PAPER-----





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Year I Semester I  
 REPEAT EXAMINATION  
**Introduction to Information and Communication Technology -  
 MGHR/MGBM 1403**

- This paper consists of EIGHT (08) questions on THREE (03) pages.
- Answer FIVE (05) Questions including Question 01.
- Only non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

Date: 2023.11.07

Pass mark: 40%

Time: 03 Hours

**Question 01: (Compulsory)**

- |  |            |
|--|------------|
| (a) What is Information Technology?                          | (04 Marks) |
| (b) Name 3 Input devices and explain their functionalities.  | (06 Marks) |
| (c) Name 3 Output devices and explain their functionalities. | (06 Marks) |
| (d) Write 4 factors that effect on computer's performance.   | (04 Marks) |

**Question 02**

- |  |            |
|--|------------|
| (a) Explain the main purpose of an operating system.                         | (04 Marks) |
| (b) List 4 items you can find out on a Desktop environment.                  | (04 Marks) |
| (c) Explain 2 types of operating system interfaces with an example for each. | (06 Marks) |
| (d) Explain the terms "Shareware" and "Freeware"                             | (06 Marks) |

**Question 03**

- |   |            |
|---|------------|
| (a) What is CPU? Explain  | (05 Marks) |
| (b) What is file compression? Briefly explain the importance of file compression. | (05 Marks) |
| (c) Discuss the role of ICT in HRM and BA.  | (10 Marks) |

**Question 04**

- (a) Explain WWW with use of it. (04 Marks)
- (b) Define the difference between "Intranet" and "Extranet" (04 Marks)
- (c) Explain 2 advantages and 2 disadvantages of email (04 Marks)
- (d) What are the risks associated with online activities? Explain (08 Marks)

**Question 05**

Write HTML code segments for following situation.

- (a) Title of the page should be The Coffee Shop (02 Marks)
- (b) To insert a list with following details (03 Marks)
- Tea
  - Coffee
  - Juice
- (c) Page should have link to "promotion.html" page which is on the same folder. (Your answer need not have html codes for promotions.html page) (03 Marks)
- (d) Insert a picture "coffeecup.jpg" located in the folder where 'coffee shop.html' file is saved. (03 Marks)
- (e) To insert following table.

	Beverage	Price
Cool	Mango Juice	Rs: 130/=
	Apple Juice	Rs: 150/=
Hot	Milo	Rs: 180/=

(09 Marks)

**Question 06**

- (a) What are authentication and authorization? (04 Marks)
- (b) Briefly explain 2 positive uses and 2 negative uses of internet. (06 Marks)
- (c) Explain 5 good ergonomics practices for using a computer. (10 Marks)

**Question 07**

	A	B	C	D	E	F	G
1							
2			Bank	Date	Cheque No	Amount	
3			People Bank	9/20/2010	4567893	22,500.00	
4			Sampath Bank	9/23/2010	7689265	50,000.00	
5			HSBC	9/28/2010	4563789	25,670.00	
6			People Bank	10/12/2010	7289206	100,000.00	
7			HSBC	10/20/2010	1452678	2,500.00	
8			Seylan Bank	10/25/2010	5639034	23,000.75	
9			People Bank	10/28/2010	4572892	46,800.00	
10							
11							



- (a) Write down functions for following operations
- (i) Calculate the Total Amount in cell F10 (03 Marks)
  - (ii) Calculate the Maximum Amount in cell F11 (03 Marks)
  - (iii) Calculate the Average Amount in cell F12. (03 Marks)
  - (iv) What is the answer you get when you apply COUNTA function to cell range C3:C9 (03 Marks)
  - (v) What is the answer you get when you apply COUNT function to cell range E3:E9 (03 Marks)
- (b) Explain about AND logical function using truth table (05 Marks)

### Question 08

Write short notes on following

(4\*5 Marks)

- (a) E-learning
- (b) Computer Networks
- (c) Search Engine
- (d) E-commerce

-----END OF THE QUESTION PAPER-----





Faculty of Management and Social Sciences  
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BMgt (Hons) in Business Administration/ Human Resource Management  
Course CODE: BMgt 558/ 559



Year I Semester I  
REPEAT EXAMINATION  
**Business Mathematics for Decisions - MGHR/MGBM 1302**

- This paper consists of EIGHT (08) questions on SEVEN (07) pages.
- Answer FIVE (05) Questions including Question 01.
- Only non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

Date: 2023.11.05

Pass mark: 40%

Time: 03 Hours

**Question 01: (Compulsory)**

For questions, 1-10 choose the correct answer.

(02 Marks each)

1. How many rational numbers are there between any two given rational numbers?
  - (a) Only one
  - (b) Only two
  - (c) Countless
  - (d) Nothing can be said
2.  $f(x) = x^2 - 6x + 1$ ,  $f(x)$  can be written in the form  $(x + m)^2 + n$ . Choose the value of  $m$  and the value of  $n$ .
  - (a)  $m = 3, n = 10$
  - (b)  $m = -3, n = -8$
  - (c)  $m = -3, n = -10$
  - (d)  $m = 3, n = 8$

3.  $A = \{x | x \text{ is a number on a clock face}\}$
- (a)  $n(A) = 24$
  - (b)  $n(A) = 3$
  - (c)  $n(A) = 12$
  - (d)  $n(A) = 6$
4. Choose the second derivative of  $f(x) = \frac{(2x^2+3x+4)}{x}$
- (a)  $f''(x) = 4x^{-3}$
  - (b)  $f''(x) = -8x^{-3}$
  - (c)  $f''(x) = 2 - 4x^{-2}$
  - (d)  $f''(x) = 8x^{-3}$
5. A matrix is singular if and only if its has:
- (a) Zero as determinant
  - (b) One as determinant
  - (c) Two as determinant
  - (d) None of these
6. Choose the answer for  $\lim_{x \rightarrow 3} \frac{9-x^2}{x-3}$ .
- (a) 0
  - (b) 6
  - (c) -6
  - (d) None of the above
7. Simplify  $\frac{\sqrt{50}+\sqrt{18}}{\sqrt{8}}$  and choose the answer.
- (a) 1
  - (b)  $2\sqrt{2}$
  - (c)  $4\sqrt{2}$
  - (d) 4

8.  $\int(3x^2 - 2x + 3)dx =$

- (a)  $x^3 - x^2 + C$   
 (b)  $3x^3 - x^2 + 3x + C$   
 (c)  $x^3 - x^2 + 3x + C$   
 (d)  $\frac{1}{2}(3x^2 - 2x + 3)^2 + C$

9. If  $A = \begin{pmatrix} 1 & 3+x & 2 \\ 1-x & 2 & y+1 \\ 2 & 5-y & 3 \end{pmatrix}$  is a symmetric matrix, then  $3x + y$  is equal to?

- (a)  $-1$   
 (b)  $0$   
 (c)  $1$   
 (d) None of these

10. Ascending order of the numbers  $|-12|, 5, |8|, -|2|, -3$  is,

- (a)  $|-12|, -3, -|2|, 5, |8|$   
 (b)  $-3, -|2|, 5, |8|, |-12|$   
 (c)  $-|2|, -3, |-12|, 5, |8|$   
 (d)  $-3, -|2|, |-12|, |8|, 5$

### Question 02

(a) Find the values of  $a, b, c$  and  $d$  such that

$$-1 \begin{pmatrix} a & 0 \\ -1 & b \end{pmatrix} + 2 \begin{pmatrix} -1 & c \\ d & 0 \end{pmatrix} = \begin{pmatrix} -3 & 4 \\ 3 & -2 \end{pmatrix}. \quad (06 \text{ Marks})$$

(b) Write as a single logarithm, then simplify the answer.

(i)  $\log_5 20 + \log_5 4 - \log_5 16$  (02 Marks)

(ii)  $\log_6 12 - 5 \log_6 3 + 3 \log_6 9$  (02 Marks)

(c) Considering the function  $y = 2x^{\frac{1}{3}} - 5x^{-\frac{1}{3}}, x > 0$ :

(i) Find  $\frac{dy}{dx}$ . (03 Marks)

(ii) Find  $\int y \, dx$ . (03 Marks)

(iii) Hence show that  $\int_1^{27} y \, dx = 54$  (04 Marks)



### Question 03

- (a) A company distributes three types of products A,B and C to three different locations X,Y and Z. The table below shows the quantity of each product distributed to each location and the respective prices.

	Product A	Product B	Product C
Location X	50	30	20
Location Y	20	40	25
Location Z	35	45	15

	Price (Rs.)
Product A	200
Product B	150
Product C	180

Now, using the information provided answer the following:

- (i) Create a 3 by 3 matrix  $\mathbf{P}$  for the number of products distributed. (02 Marks)
- (ii) Create a 3 by 1 matrix  $\mathbf{Q}$  for the price of each product. (02 Marks)
- (iii) Multiply  $\mathbf{P}$  and  $\mathbf{Q}$  and find the total cost of products delivered to each location. (06 Marks)
- (b) Find the values of the constant  $k$  so that the equation  $x^2 + (k + 2)x + 3k - 2 = 0$  has equal roots. (03 Marks)
- (c) Consider  $\lim_{x \rightarrow 0} \frac{x}{3 - \sqrt{x+9}}$ .
- (i) Show that the above limit gives an indeterminate form when direct substitution is used. (02 Marks)
- (ii) Evaluate the limit by rewriting the expression in an equivalent form. (05 Marks)

### Question 04

- (a) Figure 1 shows the curve  $C$ , with equation  $y = -2x^2 + 8x$ , intersects the  $x$ -axis at the origin  $O$  and at the point  $A$ .

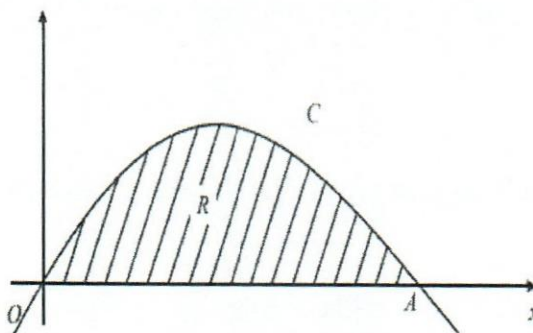


Figure 1

- (i) Find the coordinate of the point  $A$ . (03 Marks)
- (ii) Find the area of  $R$ . (05 Marks)

- (b) Expand the given logarithms.

(i)  $\log_a \left( \frac{x^2 y^3}{z^4} \right)$  (03 Marks)

(ii)  $\log_b \frac{\sqrt{3x^5}}{y}$  (03 Marks)

- (c) Find the set of values of  $x$  for which:

(i)  $3(x + 3) > 4(x - 4)$  (02 Marks)

(ii)  $2x^2 + 9x + 4 < 0$  (04 Marks)

### Question 05

(a) Let  $A = \begin{pmatrix} 3 & 2 & 1 \\ 0 & 1 & -2 \\ 1 & 3 & 4 \end{pmatrix}$  and  $B = \begin{pmatrix} 0 & 1 & -2 \\ 3 & 2 & 1 \\ 3 & 9 & 12 \end{pmatrix}$ .

(i) Calculate  $|A|$ . (04 Marks)

(ii) Determine the  $|B|$  without calculations and mention the reasons for your answer. (02 Marks)

- (iii) Create matrix C by changing A as below.

$$R_2 \rightarrow 2R_1 + R_2. \quad (02 \text{ Marks})$$

- (iv) Write  $C^T$ . (02 Marks)

- (v) Determine  $|C^T|$  without calculations and mention reasons for your answer. (02 Marks)

- (b) Solve the below inequality and display the set of solutions on a real number line.

$$|3x + 5| < 2 \quad (05 \text{ Marks})$$

- (c) Rationalize the denominator in  $\frac{2}{4-3\sqrt{2}}$ . (03 Marks)

### Question 06

- (a) A function  $f(x)$  is defined as follows.

$$f(x) = x^2 + 2x - 15$$

- (i) Determine the nature of the roots of  $f(x)$  using discriminant. (03 Marks)
- (ii) Sketch the graph of  $f(x)$  by calculating x-intercepts, y-intercept and vertex. (10 Marks)
- (iii) Calculate the first derivative of  $f(x)$ . (02 Marks)
- (iv) Use the first derivative you calculated in a(iii) and re-calculate the x-coordinate of the vertex. (02 Marks)

- (b) Simplify  $\frac{(2x^2)^3}{4x^0}$  (03 Marks)

### Question 07

- (a) Consider the given system of simultaneous linear equations.

$$3x + y + 2z = 3$$

$$2x - 3y - z = -3$$

$$x + 2y + z = 4$$



Solve the system for  $x, y$  and  $z$  using Cramer's Rule. (15 Marks)

(b) Solve  $\int x e^{3x} dx$  using integration by parts. (05 Marks)

### Question 08

(a) Write the domain of the function  $g(x) = \frac{3x+1}{4x+2}$ . (02 Marks)

(b) Differentiate  $f(x) = e^x(x^5 + 3x^3 + 4x^2 + 12)$ . (04 Marks)

(c) Solve given two equations. (06 Marks)

(i)  $\log_2(3x - 7) = 5$

(ii)  $3e^{x+2} = 9$

(d) Let  $f(x) = 2x^2 - x$  and  $g(x) = 3x - 1$ .

(i) Find  $(f \circ g)(x)$ . (02 Marks)

(ii) Evaluate  $g(f(2))$ . (03 Marks)

(iii) Find  $\int_1^3 f(x) dx$ . (03 Marks)

-----END OF THE QUESTION PAPER-----



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Year I Semester I  
REPEAT EXAMINATION  
MGHR/MGBM 1401-Management Fundamentals

- This paper consists of EIGHT (08) questions on EIGHT (08) pages.
- Answer FIVE (05) Questions including Question 01.
- Only non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

Date: 03.11.2023

Pass mark: 40%

Time: 03 Hours

**Question 01: (Compulsory) Select the most appropriate answer.**

- I. Organization is?
- a) A system for managing personal finances.
  - b) A systematic arrangement of people brought together to accomplish some specific purpose.
  - c) Causal gathering of individuals at a social event.
  - d) A group of people with common interests.
- II. Which of the following is not a quality of a good manager?
- a) direct the activities of others.
  - b) oversees the work of other people.
  - c) coordinate
  - d) look after his/ her personal achievement.



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- III. According to Henry Mintzberg's managerial roles, which of the following represents an interpersonal role?
- a) Negotiator
  - b) Resource allocator
  - c) Spokesperson
  - d) Decision maker
- IV. The difference between efficiency and effectiveness is that.
- a) Efficiency measures how well resources are utilized to achieve a specific goal, while effectiveness measures the degree to which goals are achieved.
  - b) Efficiency is a measure of how quickly tasks are completed, while effectiveness evaluates the quantity of tasks completed.
  - c) Efficiency focuses on achieving long-term strategic objectives, while effectiveness is concerned with short-term goals.
  - d) Efficiency and effectiveness are synonymous terms and can be used interchangeably.
- V. Mr. Ali is the Chief executive officer (CEO) of an organization. He is at which level of management?
- a) Lower level
  - b) Middle level
  - c) Top level
  - d) Team leader





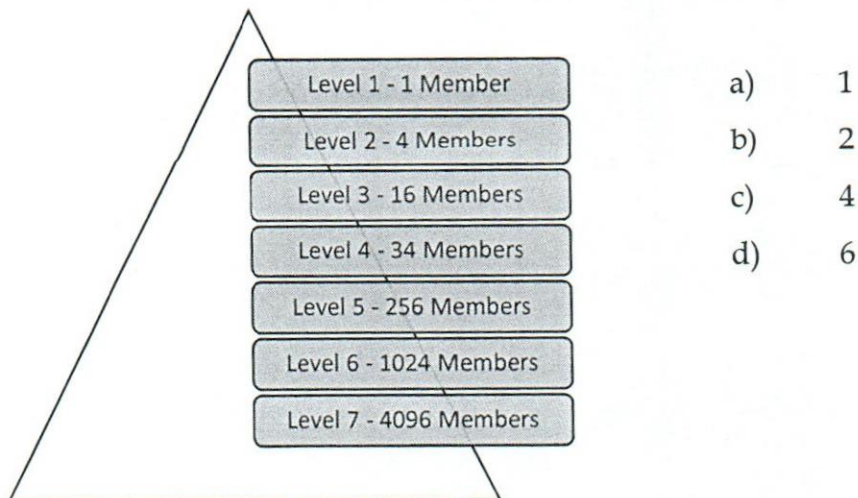
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- VI. In decision making, which condition involves known outcomes and no ambiguity?
- Risk
  - Uncertainties
  - Certainty
  - Non-conditional
- VII. Which of the following is a characteristic that distinguishes routine decisions from non-routine decisions? non-routine decisions?
- Routine decisions are made by senior management, while non-routine decisions are made by lower-level employees.
  - Routine decisions are made frequently and follow established procedures, while non-routine decisions are infrequent and lack established procedures.
  - Routine decisions are typically more complex and involve higher levels of risk compared to non-routine decisions.
  - Routine decisions are always related to financial matters, whereas non-routine decisions pertain to non-financial aspects of the business.
- VIII. Which of the following theorists discussed about "Bureaucracy"?
- Frederick Winslow Taylor
  - Henry Fayol
  - Frank Gilbreths
  - Max Weber



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- IX. Chain of command means.
- Employees must obey and respect the rules that govern the organization.
  - the line of authority extending from upper organizational levels to lower levels, which clarifies who reports to whom.
  - The organization should have a single plan of action to guide managers and workers.
  - Every employee should receive orders from only one superior.
- X. Dividing the work based on functions performed refers to:
- Centralization
  - Departmentalization
  - Authority
  - Responsibility
- XI. The below diagram demonstrates different levels of XYZ company and members at each level. Span-of-control of the XYZ company is.





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- XII. Which of the following statement/s are correct?
- 1) A Manager who practices autocratic leadership style allows employees to participate in decision making.
  - 2) Human skills are important at all levels of management.
  - 3) Lower-level management decisions are long-term in nature.
- a) 1 only  
b) 2 only  
c) 1, 2 and 3  
d) 2 and 3
- XIII. Which one of the following is not considered under general (macro) environment.
- a) Customer
  - b) Technological
  - c) Social
  - d) Political
- XIV. What are the key forces in the task (Micro) environment of an organisation ?
- a) suppliers, retailers, employees, managers
  - b) shareholders, customer, government, managers
  - c) suppliers, distributors, customers, competitors
  - d) shareholders, distributors, customers, managers
- XV. The factor that makes employees to be continually interested in doing a job is:
- a) Selection
  - b) Recruitment





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- c) Motivation
- d) Development

XVI. Company HR policies and procedures examples of:

- a) External influences.
- b) Internal factor
- c) Competitive forces.
- d) Supplier Pressure

XVII. According to Maslow theory, "Esteem needs" describes the desire for:

- a) respect from others and self-respect.
- b) food, clothing, and shelter.
- c) maximize whatever potential an individual possesses.
- d) free from harm, including both bodily and economic disaster.

**From question XVIII to XX;**

**Fill in the blanks by selecting the most appropriate word from the following list.**

- a) first-line managers
- b) middle-level managers
- c) top management

It is usually considered more effective to have XVIII) \_\_\_\_\_ make all program decisions, XIX \_\_\_\_\_ formulate goals and policies of the company, and XX \_\_\_\_\_ serve as resource coordinators.

(1 Marks \* 20 = 20 Marks)



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### Question 02

- a) "Planning is looking ahead, and control is looking back". Explain this statement. (10 Marks)
- b) What is meant by "Goal"? Explain two approaches for setting goals (10 Marks)

### Question 03

Write short notes on the below topics.

- a) Work specialization
- b) Departmentalization
- c) Span of control
- d) Chain of command (4\*5 Marks= 20 Marks)

### Question 04

- a) Define the term leadership in management. (04 Marks)
- b) Compare and contrast learnings under two selected theories of motivation. (16 Marks)

### Question 05

- a) Explain the importance of controlling function in management. (05 Marks)
- b) Describe the three steps in the control process. (15 Marks)



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### Question 06

- a) List two major components of an organization's task (Micro) environment. Discuss how each element can impact the performance of an organization using examples. (10 Marks)
- b) What are economic forces in a general environment? Discuss how these economic forces can affect organizational performance using examples. (10 Marks)

### Question 07

Explain the elements of the communication process. (20 Marks)

### Question 08

Describe the eight steps in the decision-making process using an example. (20 Marks)

-----END OF THE QUESTION PAPER-----